

Particulars

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|------------------------------------|--|
| Organisation Name | Royal Ahold NV |
| Corporate Website Address | www.ahold.com |
| Primary Activity or Product | Wholesaler and/or Retailer |
| Related Company(ies) | None |
| Country Operations | Belgium, Czech Republic, Germany, Netherlands, United States |
| Membership Number | 3-0020-07-000-00 |
| Membership Type | Ordinary Members |
| Membership Category | Retailers |

Retailers

Operational Profile

1.1 Please state what your main activities are within retailing

- Food Goods
- Home & Personal Care Goods

- Food goods

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- Home and personal care goods

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- Other:

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Operations and Certification Progress

2.1 Do you have a system for calculating how much palm oil and palm oil products you use?

Under Development

2.2.1 Total volume of Crude Palm Oil handled in the year:

4000.00

2.2.2 Total volume of Palm Kernel Oil handled in the year:

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2.2.3 Total volume of other Palm Oil Derivatives and Fractions handled in the year:

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2.2.4 Total volume of all palm oil and palm oil derived products you handled in the year:

4000.00

2.3 Palm Oil volume used in the year in your own brand products that is RSPO certified

| No | Description | Crude Palm Oil (Tonnes) | Palm Kernel Oil (Tonnes) | All other palm-based derivatives and fractions (Tonnes) |
|-------|---|----------------------------|-----------------------------|---|
| 2.3.1 | Book & Claim | 4000.00 | | |
| 2.3.2 | Mass Balance | | | |
| 2.3.3 | Segregated | | | |
| 2.3.4 | Identity Preserved | | | |
| 2.3.5 | Total volume of palm oil used that is RSPO-certified: | 4000.00 | | |

2.4 Volume of all other palm-based derivatives and fractions covered by Book & Claim

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2.5 Volume of Palm Kernel Expeller used/ handled?

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2.6 Do you plan to ask your suppliers if the palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8?

No

- Report file:

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- URL: Add link to website

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Time-Bound Plan

3.1 Date expected to start (or year started) using RSPO-certified palm oil products - own brand

2010

3.2 Date expected to be (or already) using 100% RSPO certified palm oil products from any supply chain option - own brand

2010

3.3 Date expected to be using 100% RSPO certified oil palm from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) - own brand products

2016

3.4 Does your company use palm oil in products you manufacture on behalf of other companies?

No

3.5 Do your (own brand) commitments cover your companies global use of palm oil?

Yes

3.6 Which countries that your organization operates in do the above own-brand commitments cover?

Belgium, Czech Republic, Germany, Netherlands, United States

3.7 What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%) - please state annual targets/strategies

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3.8 Does your company have a Time-Bound Plan for the use of palm oil in the products you sell on behalf of other companies?

No

Trademark Related

4.1 Do you use or plan to use the RSPO Trademark on your own brand products?

No

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Our customers are not aware of palm oil in our products

4.2 Please state for which product range(s) you intend to apply the Trademark and when you plan to start

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- Year

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Actions for Next Reporting Period

5.1 Outline actions that you will take in the coming year to promote CSPO use along the supply chain

Work with suppliers to get more physical CSPO into our products

Reasons for Non-Disclosure of Information

6.1 If you have not disclosed any of the above information, please indicate the reasons why

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- Others:

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Application of Principles & Criteria for all members sectors

7.1 Do you have (a) policy/ies, that are in line with RSPO P&C such as:

- Water, land, energy and carbon footprints
 - Ethical conduct and human rights
 - Labour rights
 - Stakeholder engagement
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- Please specify if/when you intend to develop one

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- **Water, land, energy and carbon footprints**

[R-Policies-to-PNC-waterland.pdf](#)

For administration purpose, attachment files are renamed automatically

- **Ethical conduct and human rights**

[R-Policies-to-PNC-ethicalconducthr.pdf](#)

For administration purpose, attachment files are renamed automatically

- **Labour rights**

[R-Policies-to-PNC-laborrights.pdf](#)

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- **Stakeholder engagement**

[R-Policies-to-PNC-stakeholderengagement.pdf](#)

For administration purpose, attachment files are renamed automatically

7.2 What steps will/has your organization taken to support these policies?

We have a Code of Conduct and all suppliers sign our Standards of Engagement. Our requirements are therefore communicated to our suppliers. We check our suppliers for compliance to our requirements.

Commitments to CSPO uptake

8 As you don't source 100% CSPO through physical supply chains (IP/SG/MB), please answer the following questions: Do you have plans to?

Yes

Please specify:

We are working towards using 100% SG CSPO in our own brand products by the end of 2015.

8.1 Do you have plans to immediately cover the differences/gap using Book & Claim?

Yes

How and when do you plan to immediately cover the gap using Book & Claim?

We are already offsetting 100% of our palm oil usage by buying GreenPalm certificates.

Challenges

1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

Palm oil is often a small ingredient in various products. Some of our suppliers do not know the product contains palm oil.

There is a price increase associated with more sustainable oil. Some fractions and/or derivatives are difficult to get certified on the market and almost impossible to get SG or IP.

2 How would you qualify RSPO standards as compared to other parallel standards?

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Cost Effective:

Yes

Robust:

Yes

Simpler to Comply to:

equal

3 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

We actively engage with industry and other stakeholders.

We are active within the RSPO BoG and working groups.

4 Other information on palm oil (sustainability reports, policies, other public information):

Please see our Responsible Retailing report (on www.ahold.com [Click here to visit the URL](#)) for more information on policies towards more palm oil oil.
